

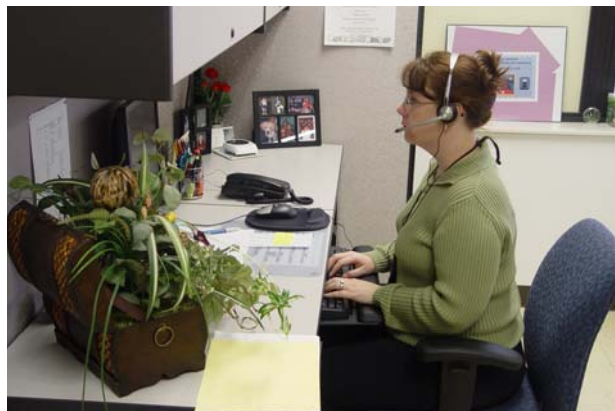
IACH Informer



Issue 2

April 2005

Nurse Advice Line Is Here!



Irwin Army Community Hospital (IACH) has added a new service for the Soldiers of Fort Riley and their families. The Nurse Advice Line opened on March 8 and is staffed by registered nurses who assess symptoms and, utilizing the triage guidelines that have been approved by the medical staff at IACH, aid in determining if and when you need to see a physician. They also provide health information regarding diseases, medical procedures, medication usage and side effects, and give care advice for managing an illness or problem at home. If the Advice Nurse determines that you have an acute need to be seen, they can usually make an appointment for you.

The Advice Nurses have been assisting new mothers with concerns about feeding, umbilical cords, cough and cold symptoms, vomiting and diarrhea. They have also fielded calls for school age children and adults who have not escaped the colds, vomiting and diarrhea, as well as "pink eye". With allergy season upon us, they frequently help to determine if the symptoms are cold or allergy related. The Advice Nurses have triaged abdominal, flank and chest pain, medication reactions, skin disorders and have dispatched Emergency Medical

Services. Your questions regarding concerns during pregnancy are directed to an Advice Nurse in the Obstetrics Clinic.

During hours of operation, if the Advice Nurse is busy taking a call, leave a brief message on the voice mail. Include your name, phone number where you can be reached and nature of the call.

Please speak slowly and clearly so the Advice Nurse has the needed information to return your call.

The Nurse Advice Line can be reached by dialing 239-DOCS (3627) or 1-888-DOCS (3627). Follow the automated instructions. The Nurse Advice Line will be available on weekdays from 7 a.m. to 11 p.m. and on weekends and holidays from 9 a.m. to 9 p.m. The extended evening, weekend and holiday hours are available to better serve your health needs.

National Hospital Week May 8—14

IACH is planning several educational events to celebrate National Hospital Week and this year's motto "A Call to Caring". Participation by areas such as Physical Therapy, Pathology, Preventive Medicine and Nutrition Care will offer a variety of health awareness issues to staff and patients alike. A complete list of displays and events will be provided in the Fort Riley Post the first week of May. Should anyone have specific healthcare issues they would like to see as part of National Hospital Week, they should contact Jan Clark, 239-7250 by April 29.

Patient Education / Information Website

The Irwin Army Community Hospital Physical Therapy Clinic and Information Management Division recently unveiled a great new webpage on the Irwin Army Community Hospital Internet Homepage! This is a patient education/information page with links to education and self-care techniques for 34 common joint, muscle, tendon and ligament conditions or injuries.

For each condition or injury, the information covered includes description of the condition, signs and symptoms of the condition, causes, prevention, prognosis, treatment recommendations, and pictures of basic exercises to help treat and recover from the condition or injury. Additional pages also include information on exercise and weight loss, diabetes and exercise, and pregnancy and exercise.

Additional links provide access to the Army Physical Fitness School, several virtual hospital websites, a low back pain education and prevention interactive tutorial and other helpful tools and references.

To access the website, either type the URL address in directly at <http://iach.amedd.army.mil/departments/phyTherapy.asp> or visit the Irwin Army Community Hospital Internet Homepage at <http://iach.amedd.army.mil> and click on the Physical Therapy link on the left side of the page under the "For Patients" column.

"Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but rather we have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit."
- Aristotle

Closed Records System (CRS)

by MSG David Heidebrink

In a continuing effort to meet compliance with the Office of the Surgeon General Directive 03-006, Irwin Army Community Hospital (IACH) staff will assume responsibility for transporting all medical records to locations within IACH after April 4, 2005. **The patient will no longer have the responsibility for transporting their medical records to appointments within the hospital itself.** In addition to this new service, the business hours for the customer service window in the Outpatient Records room will change to 9 a.m. to 4 p.m., Monday thru Friday; closed on weekends, training holidays and holidays.

Patients may continue to request a copy of medical records in lieu of possessing or transporting the original record. All requests for copies of medical records should be referred to the Correspondence staff located next to the Admissions and Dispositions office on the first floor.

Exceptions will continue to be

made for those Active Duty Service Members transporting their medical records to and from the SRP Site, to same-day appointments at the hospital that result from a referral made by the Consolidated Troop Medical Clinic, when PCSing or traveling TDY (must provide copy of orders), and when referred to an appointment off-post. Family members and retirees will also continue to hand-carry their records to off-post appointments and when relocating due to their sponsor's PCS. There may be additional circumstances that would require the patient to hand-carry the medical record, but those situations will be handled on a case-by-case basis.

Activated Reservists who are on Ft. Riley only for the purpose of mobilization/demobilization are currently exempt from all CRS initiatives and will have to hand-carry medical records unless their orders assign them to Ft. Riley in conjunction with their activation.

Preventive Medicine Classes

- Infant Safety Seat Inspection and Installation—every Thursday, 1 to 3 p.m.
- Tobacco Cessation (limited space available for May class) - remember classes are four consecutive weeks—May 25 thru June 18, noon to 1 p.m.; and July 6 thru 27, 3 to 4 p.m. (Call Preventive Medicine, 239-7323)
- Self Care—every other Tuesday, next class April 18, 10 to 11 a.m. (Call 239-DOCS (3627))
- Child Health Assessments—well-child screening for on-post child care
- Food Handler's Training
- Cold Weather/Heat Injury Prevention Training (Unit)

Ask Me 3

Did you know that nearly one out of every two adults in the U.S. has trouble understanding health information? The ability to read, understand and act upon health information is called *health literacy*. Health literacy is not just about reading skills and it can be a problem for anyone regardless of their education or economic level. Irwin Army Community Hospital has joined forces with the Partnership for Clear Health Communication to help our employees and our patients improve their health literacy skills through a new program called **Ask Me 3**.

The Ask Me 3 Program does not cost you anything and is easy to follow. Ask Me 3 is a simple set of questions that you should ask your doctor, nurse or pharmacist at every visit. The questions are:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Ask the three questions and be sure you understand the answers your doctor, nurse or pharmacist gives you. If you do not understand the answers, ask him or her to explain the information again. Don't be shy – your doctor, nurse or pharmacist wants to help you understand your medical conditions and treatment instructions.

To help you remember the questions and answers we have provided brochures that you can take with you to every medical appointment. These have been placed in all the clinics throughout the hospital and are available in Spanish and in English.

Research has shown that improving health literacy skills may also improve a person's health. How? If a person understands his or her medical condition and treatment, he or she is more likely to follow the doctor's instructions and get better sooner and with fewer complications. This helps our patient's lead better lives.

Wishing you good health!



In connection with Heart Awareness Month, Spc. Meghan Fuller, Capt. Ana Foster and Spc. Eugenia Hook perform blood pressure screenings and discuss numerous health issues.

Care Coordinators

Irwin Army Community Hospital currently employs two social workers as Care Coordinators (Discharge Planners). What these Care Coordinators (CC) do, in a nutshell, is help our inpatient and outpatient population with just about every need they could possibly have.

Cases may vary, but the common thread is a need for provisions, information and resources. The CC interview and counsel patients and their family members, obtaining a social history and financial information needed in planning services relative to the patient's social welfare or health care needs. For example, knowing a patient's specific needs enables the CC to arrange for tests, provide equipment, referral to a support group or assist in locating the resources available in the community for support with their children, (with their) marriage or even (with) car trouble.

Inpatient assistance can vary from telling a patient undergoing knee surgery about bath stools to make bathing easier to making sure that the Soldier with the broken right foot knows about other transportation on post in the event his cast won't allow him to drive. Assuring new moms know about community resources and that they have the most basic baby equipment and where to

find those items if they don't is yet another example of assistance provided.

The CC initiate actions to implement a plan of care for the patient, coordinating patient services with military and civilian agencies (e.g. nursing home, Social Security, Veterans Administration, Home Health Nursing Agencies, any type of resource providers needed) to fulfill the patient's care needs. They assure patient's eligibility for services or assistance and make required arrangements. They make referrals to other activities when appropriate. They maintain close coordination with the patient and his primary care manager, following through with the patient's care plans.

POC is through a patient's PCM or direct contact with Linda Harrold 239-7289 or Elizabeth Gray 239-7681.

"An individual has a healthy personality to the exact degree to which they have the propensity to look for the good in every situation."

-Ralph Waldo Emerson

"There are two great days in a person's life—the day we are born and the day we discover why."

- William Barclay

Primary Care Welcomes Pediatrician and Family Practice Doc!



Joining us from Miami, Florida, Dr. Paula Diamante, Pediatrician, is happy to be in Kansas. She states, "I'm seeing Spring for the first time in many years." We're just as happy to have her on board!



Dr. Cheri Peterson, Family Practice physician, returns to her native Manhattan from Ozark, Missouri. Dr. Peterson states "I felt like this would be a good opportunity for me to visit with family I haven't been able to see personally for some time." Her opportunity to reconnect with family is good fortune for IACH and our patients!

Translators

Translator service is available 24 hours a day. Our staff will be happy to assist you and your family if a translator is needed. A translator list is maintained by the Emergency Department OIC at (785) 239-7777 and the Personnel Division at (785) 239-7119. Our staff has access to the translator list on the hospital's intranet.

For appointments call (785) 239-DOCS (3627) or 1-888-239-DOCS (3627)

Visit TRICAREonline.com for patient information/Ft Riley website/Services/Medical, Health for IACH Intranet Information

Accreditation

IACH's Department of Pathology and the Consolidated Troop Medical Clinic Laboratory have been awarded accreditation by the Commission on Laboratory Accreditation of the College of American Pathologists (CAP), based on the results of a recent on-site inspection. Irwin Army Community Hospital and the Consolidated Troop Medical Clinic are two of the more than 6,000 CAP-accredited laboratories nationwide.

The CAP Laboratory Accreditation Program, begun in the early 1960s, is recognized by the federal government as being equal to or more stringent than the government's own inspection program. During the CAP accreditation process, inspectors examine the laboratory's records and quality control procedures for the preceding two years. CAP inspectors also examine the entire staff's qualifications, the laboratory's equipment, facilities, safety program and record, as well as the overall management of the laboratory. This stringent inspection program is designed to specifically ensure the highest standard of care for the laboratory's patients.

Achieving accreditation by the College of American Pathologists, the Transfusion Medicine section for the Department of Pathology also successfully passed the American Association of Blood Banks inspection. This association evaluates the quality of transfusion medicine and practices within the laboratory inspecting policies and procedures, management practices, training, quality control/quality assurance and compliance with government regulatory directives involving blood component products. The Department of Pathology was awarded accreditation based on meeting or exceeding the requirements outlined by the American Association of Blood Banks.

"Real joy comes not from ease or riches or from the praise of others, but from doing something worthwhile."

- William Arthur Ward

"Act as if what you do makes a difference. It does."

- Chris Lowney

Hospitality Cart Donated

The Catholic Community, through Hospital Outreach, wanted to do something for Soldiers while recovering in the hospital. They found the driving force behind the creation of a hospitality cart, filled with books, magazines and stuffed animals in Beatrice Bacon, Hospitality & Outreach Coordinator for the Catholic Community. Bacon states "if you've ever spent over a month in the hospital, you know the value of books".

With direction from Cpt. Aaron Wentworth, 1st BDE, 1st ID, Fort Riley Arts and Crafts Center Manager and Arts Specialist, Marilyn Paris provided the materials and along with Richard Bryant, Arts Specialist and Wood Working Instructor completed the construction project. This group effort for the Fort Riley community is just one way of giving back to those who have given so much.



On hand for the stocking of the shelves and unveiling were kneeling: Robin Canuela, Chief, Medical Management and wife of 24th ID and Fort Riley Command Sergeant Major, Gilbert Canuela and Diane Hardy, wife of Commanding General, 24th ID and Fort Riley; standing: Col. Marilyn Brooks, Commander, IACH; Sister Carolyn Juenemenn, Morris Hill Chapel, Catholic Director of Religion Education and Pastoral Associate; Cpt. Aaron Wentworth, 1st BDE, 1st ID, Intelligence Section (S2); Cpt. Timothy Stiers, Chaplain, IACH; Debbie Freeman, Station Manager, Red Cross; Lt. Col. Karen Culbertson, Deputy Commander for Health Services, IACH; Col. Bobbilynn Lee, Deputy Commander for Clinical Services, IACH; and Beatrice Bacon, Hospitality & Outreach Coordinator, Catholic Community.

Community Efforts . . .

- Happy/Adventure Meals/etc.: We need your help! We are collecting the cute little toys that come with the fast food chains' kid meals. They are being passed on to the local Crisis Center. We have found that often times children are forced to abandon their homes and are unable to take along any of their own toys. These little kid meal toys are perfect—small enough for a child to put in his/her pocket, and giving that child something again of their own. This small contribution costs us nothing and could mean so much. Won't you join us in this campaign? (Call Jan Clark, Public Affairs Officer, 239-7250).

- Going TDY? Bring the soaps, shampoos, lotions, etc. from your motel room and pass them on to Jan Clark. She'll be sure they get to either the Ronald McDonald House or local women's shelter.

- Pull for the House Pop Tab Recycling Program. Here again is an opportunity to extend a helping hand to others less fortunate. Just save those pop tabs and turn them in to Jan Clark, PAO, 2nd floor, corridor 6.

- Any other ideas for community support, just call 239-7250. Thanks in advance for your support!

"Life's most persistent and urgent question is: What are you doing for others?" - Martin Luther King, Jr.

The Secretary of the Army has determined that publication of this periodical is necessary in the transaction of the public business as required by law of the Department. Use of funds for printing this publication has been approved by the MEDDAC Commander. The views and opinions expressed in the periodical are not necessarily those of the Department of the Army or of the publishing agency or command.

"IACH Informer" is published by Irwin Army Community Hospital, Public Affairs Office, 600 Caisson Hill Road, Fort Riley, KS 66442, DSN 856-7250, Comm (785) 239-7250, by permission of Colonel Marilyn Brooks, Commanding. Editor is Jan Clark. This is a bi-monthly publication distributed to IACH's beneficiaries on a handout basis & via the Intranet.